

Dear Sir/Madam:

Over the course of the past ten years, I have procured the services of numerous Internet Service Providers (ISPs). Many of them (particularly Southwestern Bell Communications - aka SBC) have abused my business and wasted my time.

I lost countless hours and many days to trying to resolve connection and billing problems. I have had nothing but excellent service from a very small ISP called Sonic.net.

This is rather interesting, given that Sonic.net merely sells their service over existing SBC phone lines, using SBC equipment. This indicates to me that there is no reason why SBC cannot provide the same excellent customer service and performance that Sonic.net does.

Still, after four years with SBC, and more than 100 calls to tech support and/or customer service, they were never able to resolve any problem I presented to them.

SBC often rudely suggested I take my business elsewhere.

I am thoroughly convinced that if the FCC grants the BellSouth petition and ceases regulation of broadband service, millions of internet users will be frequently inconvenienced and often completely disconnected (I was in this position more than a dozen times over the course of four years - sometimes for weeks at a time.)

Instead of encouraging fair competition, acceptance of the BellSouth petition would invite large telephone companies to drive small ISPs out of business.

Thanks very much.

Corwin Zechar